SALES/ PAYMENT

Literacy Round Up Cash Cube Reporting

Transaction Type	Giftcards
Audience	All Employees
SOP	N/A
CBL	N/A
Additional Resource - CBL	N/A

Action Steps	
Description	How to track Literacy Round Up Cash Cube Reporting
Step 1	On STOREnet Computer select **DAILY**
Step 2	Select **MONEY COUNTING**
Step 3	Select **ADDITIONAL CASH MANAGEMENT TOOLS – "OPEN"**
Step 4	Enter Employee ID
Step 5	Select **ENTER**
Step 6	Enter Cashier ID
Step 7	Select **ENTER**
Step 8	Select **LOGIN**
NOTE	If applicable, select the store you are working in
Step 9	Select **NEXT**
Step 10	Select **CASH FUNCTIONS**
Step 11	Select **CASH OFFICE REPORTS**
Step 12	Select **AUDIT CASH REPORT**
Step 13	Select Date Range in Report Criteria Section
Step 14	Check **INCLUDE SAFE** check box in Report Criteria Section
Step 15	Select **PAID IN/ OUT** from Session Event Type drop down menu in Session Criteria section
Step 16	Select **PAY IN** from Reason Type drop down menu in Session Criteria section
Step 17	Select **LITERACY DEPOSIT** from Reason drop down menu in Session Criteria section
Step 18	Select **NEXT**
Step 19	Select **PRINT**
NOTE	Report indicates total dollar amount entered after completing Literacy Cash Cube Pay In

OTHER CASH ACTIVITIES

Change Fund Work Sheet

Transaction Type	Change Fund
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	90, 91, 95, 98, 104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resources	N/A

Action Steps

Description	How to reconcile change fund
	The change fund worksheet should be used to record and balance the change fund for each day. A new change fund worksheet is started each Saturday and posted on a clipboard in the store office.
Step 1	The suggested breakdown of the change fund should be entered in the reset amount line of the worksheet (Line A). Complete the 7 Line A's for the entire Week
Step 2	When opening the store, the register drawers must be counted using the Cashmaster and entered on the worksheet each day. The open count (Line B) for the Change Fund must be completed in the morning prior to store opening. This breakdown is usually the same as the reset amount. If not, pull the large denomination bills, and prepare a change order for the bank.
Step 3	At the end of the business day, enter the amounts of the change fund in the close count (Line C). If the amounts are not the same as the suggested breakdown, then it must be adjusted to the reset amount.
Step 4	The adjust to reset (Line D) is calculated by subtracting the close count (Line C) from the reset amount (Line A), (A – C = D). Line D is the adjustment amount (+/–) needed to mirror the reset amount.
Step 5	Exchange all large denomination tender from the change fund needed to restore the reset amount with small denomination tender from the deposit. This must be done before the deposit is sealed. Never open a sealed deposit to retrieve change. The adjust to reset line on the change fund worksheet shows how much is needed to adjust the change fund back to the reset amounts. To get the adjust to reset total, add together all reset amounts. The total should be zero. If the adjust to reset total column is not $0.00 on the change fund worksheet, someone incorrectly gave change during the day.
Step 6	At the end of each week, Store Manager (or manager on duty as delegated by the Store Manager) must ensure that the change fund worksheet is placed in the weekly sales and cash analysis envelope and retained in accordance with the company's document retention schedule
NOTE	Directions continued on

Change Fund

Transaction Type	Change Fund
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	90, 91, 95, 98, 104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resources	N/A

Action Steps	
Description	The change fund records and balances the change fund for each day.
Step 1	On STOREnet computer
Step 2	Select **DAILY**
Step 3	Select **MONEY COUNTING**
Step 4	Select **ADDITIONAL CASH MANAGEMENT TOOLS - OPEN**
Step 5	Log into Vision Commerce Suite (VCS)
Step 6	Enter Employee ID in Username field
Step 7	Enter Cashier ID in Password field
Step 8	Select **LOGIN**
Step 9	Select **CASH FUNCTIONS**
Step 10	Select **SAFE**
Step 11	Select **SAFE SPOT CHECK**
Step 12	Select **CHANGE FUND** from drop down menu box
NOTE	Select **NEXT**
Step 13	Count all cash and coin using Cashmaster
Step 14	Enter total dollar amount of each denomination from the change fund in the appropriate denomination row
NOTE	Directions continued on next page

DG_WOLF_0002733

OTHER CASH ACTIVITIES

Change Fund

Transaction Type	Change Fund
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	90, 91, 95, 98, 104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resources	N/A

Action Steps	
Step 15	Enter the total amount from all tills and self checkout into the $100 denomination row
NOTE	For example: 3 tills at $150 starting bank + 1 self checkout at $300 - key carrier enters $750 in $100 denomination row
	DO NOT enter any amounts in the **UNKNOWN** or **GROUPED MANUFACTURER COUPON** rows
Step 16	Select **NEXT**
Step 17	Select **SAVE**
Step 18	Select **PRINT**
Step 19	File printed change fund report to change fund clipboard in store office

Change Fund Completion Report

Transaction Type	Change Fund
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	90, 91, 95, 98, 104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resources	N/A

Action Steps

Description	How to print change fund completion report. Report details who counted change fund and total amount counted.
Step 1	On STOREnet computer
Step 2	Select **DAILY**
Step 3	Select **MONEY COUNTING**
Step 4	Select **ADDITIONAL CASH MANAGEMENT TOOLS - OPEN**
Step 5	Log into Vision Commerce Suite (VCS)
Step 6	Enter Employee ID in Username field
Step 7	Enter Cashier ID in Password field
Step 8	Select **LOGIN**
Step 9	Select **CASH FUNCTIONS**
Step 10	Select **CASH OFFICE REPORTS**
Step 11	Select **AUDIT CASH REPORT**
Step 12	Select **DATE RANGE**
Step 13	Select **SAFE** box
Step 14	Select **SPOT CHECK** from Session Event Type dropdown box
Step 15	Select **NEXT**
Step 16	Select **PRINT**
Step 17	File printed change fund report to change fund clipboard in store office

Blind Spot Check

Transaction Type	Blind Spot Check
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	95, 98 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps	
Description	How to complete blind spot check
Step 1	Select **MANAGER MENU**
Step 2	Select **CASH OFFICE**
Step 3	Select **BLIND SPOT CHECK**
NOTE	Screen reads **'Sale Authorization Needed'**
Step 4	Key Carrier enters Employee ID
Step 5	Select **ENTER**
Step 6	Key carrier enters Cashier ID
Step 7	Select **ENTER**
Step 8	Register drawer pops open
Step 9	Screen displays values by denomination
Step 10	Remove till from register drawer
Step 11	Take till and register balancing slip back to office (include all pickups completed during session from the safe)
Step 12	Close office door when counting money in till
Step 13	Use Cashmaster to count drawer to starting bank level (typically $150 starting bank amount in most stores)
Step 14	Add up total value of cash above starting bank and any pickups made during the session
Step 15	Write the total value of cash written down by each denomination on the back of the register balancing slip
Step 16	Put monies back in drawer
NOTE	Directions continued on next page

DG_WOLF_0002736

Blind Spot Check

Transaction Type	Blind Spot Check
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	95, 98 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps	
Step 17	Place any pickups made back in pickup sleeve
Step 18	Return to salesfloor
Step 19	Place pickups, if any, back in safe
Step 20	Place till in register drawer
Step 21	Close the register drawer
Step 22	Select the value column for each denomination
Step 19	Enter the quantity of the value for each denomination (reference the back of the Register Balancing Slip for this information)
Step 20	When complete, select **FINISH**
Step 21	Screen displays Actual amount entered compared to expected amount and includes difference either over or short
Step 22	Screen displays last transaction total
Step 23	Select **CONTINUE**
Step 24	Receipt prints highlighting actual/ expected/ difference
Step 25	Select **FINISH**
Step 26	Key carrier initials blind spot check receipt and places in register drawer
Step 27	Attach receipt to Store Performance Summary Report at end of day
Step 28	File Store Performance Summary Report in Weekly Sales and Cash Analysis Envelope

Spot Check

Transaction Type	Spot Check
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	95, 98 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

| Action Steps	
Description	How to complete spot check
Step 1	Select **MANAGER MENU**
Step 2	Select **CASH OFFICE**
Step 3	Select **SPOT CHECK**
NOTE	Screen reads **'Sale Authorization Needed'**
Step 4	Key Carrier enters Employee ID
Step 5	Select **ENTER**
Step 6	Key carrier enters Cashier ID
Step 7	Select **ENTER**
Step 8	Register drawer pops open
Step 9	Receipt prints stating cash total above starting bank
Step 10	Remove till from register drawer
Step 11	Take till and register balancing slip back to office (include all pickups completed during session from the safe)
Step 12	Close office door when counting money in till
Step 13	Use Cashmaster to count drawer to starting bank level (typically $150 starting bank amount in most stores)
Step 14	Add up total value of cash above starting bank and any pickups made during the session
Step 15	Write the total value of cash written down by each denomination on the back of the register balancing slip
Step 16	Verify the totals in the till match the spot check receipt
NOTE	Directions continued on

OTHER CASH ACTIVITIES

Spot Check

Transaction Type	Spot Check
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	95, 98 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps

Step 17	Put monies back in drawer
Step 18	Place any pickups made back in pickup sleeve
Step 19	Return to salesfloor
Step 20	Place pickups, if any, back in safe
Step 21	Place till in register drawer
Step 22	Close the register drawer
Step 23	Place receipt under register drawer
Step 24	Attach receipt to Store Performance Summary Report at end of day
Step 25	File Store Performance Summary Report in Weekly Sales and Cash Analysis Envelope
NOTE	Refer to SOP 98 if you have questions pertaining to cash handling/ accountability

DG_WOLF_0002739

OTHER CASH ACTIVITIES

Cash Pickup

Transaction Type	Cash Pickup
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	71, 95, 98, 104, 198 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resources	N/A

Action Steps	
Description	How to complete a cash pick up
Step 1	Select **MANAGER MENU**
Step 2	Select **CASH OFFICE**
Step 3	Select **PICK UP**
NOTE	Screen reads **'Sale Authorization Needed'**
Step 4	Key Carrier enters Employee ID
Step 5	Select **ENTER**
Step 6	Key carrier enters Cashier ID
Step 7	Select **ENTER**
Step 8	Register drawer pops open
Step 8	Remove only large denomination tender ($10 and up) from register drawer
NOTE	Do not pick up checks
Step 9	Carefully count the cash twice
Step 10	Count the cash with the employee present
Step 11	Type the cash pick up amount in to the register
Step 12	Select **FINISH**
Step 13	Pop up message reads **Are you sure you want to submit these lift details?**
Step 14	Select **YES**
Step 15	Close the register drawer
Step 16	A cash pickup receipt will print
NOTE	Directions continued on

DG_WOLF_0002740

OTHER CASH ACTIVITIES

Cash Pickup

Transaction Type	Cash Pickup
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	71, 95, 98, 104, 198 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resources	N/A

Action Steps

Step 17   The key carrier and employee must initial the cash pickup receipt. The initials represent that both agree on the amount of cash taken from register drawer

Step 18   Place cash pickup receipt under register drawer. When employee's till is balanced, the cash pickup receipt will be used to account for the cash removed from the register drawer during the shift.

Step 19   Place money from cash pickup and pickup receipt in the cash sleeve. Place the cash sleeve in the safe for deposit. Each store has one bag or container in the safe that is used only for cash picked up throughout the business day. In preparation for the deposit, all cash will be in one place.

Step 20   Attach receipt to Store Performance Summary Report at end of day

Step 21   File Store Performance Summary Report in Weekly Sales and Cash Analysis Envelope
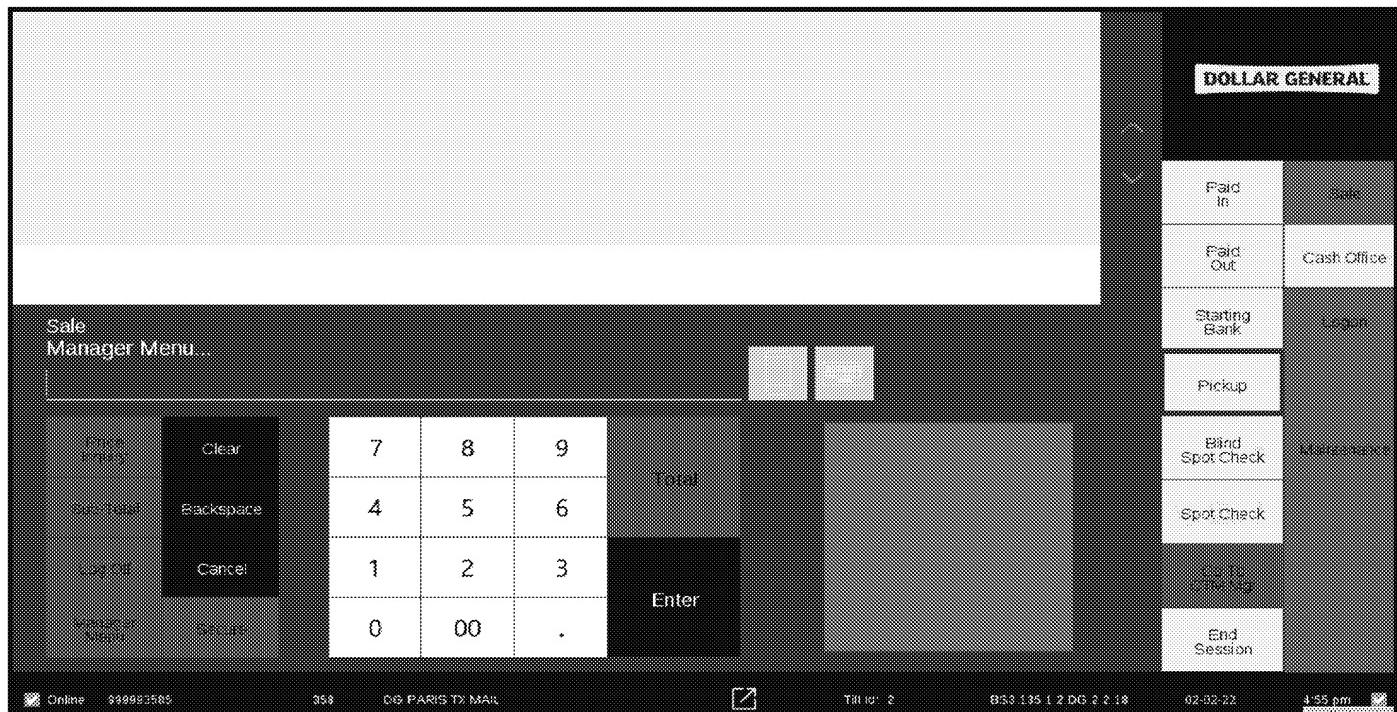
OTHER CASH ACTIVITIES

Cash Pickup Report

Transaction Type	Cash Pickup
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	71, 95, 98, 104, 198 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resources	N/A

Action Steps	
Description	How to pull a cash pick up report when logged into VCS
Step 1	Select **CASH FUNCTION**
Step 2	Select **CASH OFFICE REPORTS**
Step 3	Select **PICK UP REPORT**
Step 4	Select **DATE RANGE**
Step 5	Select **NEXT**
Step 6	Select **PRINT**

DG_WOLF_0002742

OTHER CASH ACTIVITIES

Paid In

Transaction Type	Paid In
Audience	Store Manager, Assistance Manager, Lead Sales Associate
SOP	95, 98 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps	
Description	How to process paid in
Low Drawer, See Manager	On very rare occasions, especially during early morning hours, giving cash back to a customer may cause the amount of cash in a register drawer to drop below $50. If this takes place, the "Low Drawer, See Manager" message will display
Giving a Loan from the Change Fund	The employee will notify the key carrier of the "Low Drawer, See Manager" message. Press any key to bypass the message, and continue ringing sales. Take up to $50 from the change fund in the safe.
Repaying a Loan to the Change Fund	It is always a best practice to count the safe fund when a key carrier begins his or her shift. If an unmatched loan receipt is present in the safe, follow up. Partner with the District Manager as needed. As soon as cash sales allow (not to exceed a two-hour time limit), the loan must be repaid to the change fund. Loan repayments must be made before end of shift cash balancing and/or a cash pickup takes place for the employee.
Step 1	Select **MANAGER MENU**
Step 2	Select **CASH OFFICE**
Step 3	Select **PAID IN**
NOTE	Screen reads **'Sale Authorization Needed'**
Step 4	Key Carrier enters Employee ID
Step 5	Select **ENTER**
Step 6	Key carrier enters Cashier ID
Step 7	Select **ENTER**
Step 8	Enter amount of paid in on keypad
Step 9	Select **ENTER**
NOTE	

OTHER CASH ACTIVITIES

Paid In

Transaction Type	Paid In
Audience	Store Manager, Assistance Manager, Lead Sales Associate
SOP	95, 98 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps

Step 10   Select **LITERACY DEPOSIT**

Step 11   Select ✓ to add

Step 12   Register drawer pops open

Step 13   Place money in drawer

Step 14   Receipt prints

Step 15   Close the register drawer

Step 16   The key carrier and the employee must initial the loan receipt. The initials represent both employees agree on the amount of cash paid into the register drawer

Step 17   Place the initialed loan receipt in the register drawer

Step 18   Attach receipt to Store Performance Summary Report at end of day

Step 19   File Store Performance Summary Report in Weekly Sales and Cash Analysis Envelope

DG_WOLF_0002744

OTHER CASH ACTIVITIES

Paid Out

Transaction Type	Paid Out
Audience	Store Manager, Assistance Manager, Lead Sales Associate
SOP	84, 95, 98 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps

Description	How to process paid out
Step 1	Select **MANAGER MENU**
Step 2	Select **CASH OFFICE**
Step 3	Select **PAID OUT**
NOTE	Screen reads **'Sale Authorization Needed'**
Step 4	Key Carrier enters Employee ID
Step 5	Select **ENTER**
Step 6	Key carrier enters Cashier ID
Step 7	Select **ENTER**
Step 8	Pop up message reads **'Every Paid Out must be approved by the manager prior to completing the transaction'**
NOTE	Every Paid Out must be approved by the District Manager prior to the transaction being completed. In addition, for payroll Paid Outs, the Store Manager must also contact Payroll to obtain a payroll Paid Out approval number and the calculated amount to pay the employee. For questions regarding payroll Paid Outs, contact the ERC for instructions.
Step 9	Select **CONTINUE**
Step 10	Enter dollar value of paid out
Step 11	Select **ENTER**
Step 12	Select reason code
Step 13	Select to ✓ add
Step 14	Type reason for paid out on screen
Step 15	Select ↵
NOTE	Directions continued on

DG_WOLF_0002745

OTHER CASH ACTIVITIES

Paid Out

Transaction Type	Paid Out
Audience	Store Manager, Assistance Manager, Lead Sales Associate
SOP	84, 95, 98 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps	
Step 16	Complete screen information request
Step 17	Select **'Was the DM notified'**
Step 18	Type Reference/ Invoice#
Step 19	Type Vendor/ Retailer Name
Step 20	Type Vendor/ Retailer phone#
Step 21	Select **CONTINUE**
Step 22	The register drawer will pop open
Step 23	Take the requested funds
Step 24	Receipt prints
Step 25	Close the register drawer
Step 26	Sign and date the receipt
Step 27	Attach receipt to invoice/ bill
NOTE	Mileage reimbursements and payroll Paid Outs, both the Store Manager (or manager on duty, as delegated by the Store Manager) and the employee must sign the receipt.
Step 28	Place receipt in register drawer
Step 29	Attach receipt to Store Performance Summary Report at end of day
Step 30	File Store Performance Summary Report in Weekly Sales and Cash Analysis Envelope

OTHER CASH ACTIVITIES

Paid In/ Out Report

Transaction Type	Paid Out
Audience	Store Manager, Assistance Manager, Lead Sales Associate
SOP	84, 95, 98 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps

Description	How to pull paid in/ paid out report
Step 1	Select **CASH FUNCTIONS**
Step 2	Select **CASH OFFICE REPORTS**
Step 3	Select **AUDIT CASH REPORT**
NOTE	Select **DATE**
Step 4	Select **INCLUDE SAFE** in Report Criteria Section
Step 5	Select **PAID IN/ OUT** from Session Event Type drop down in Session Criteria
Step 6	Select **NEXT**
Step 7	Select **PRINT**

DG_WOLF_0002747

Bottle Deposits and Redemption

Transaction Type	Bottle Deposits and Redemption
Audience	All Employees
SOP	205, 208, 209, 210, 211, 212, 217, 225, 226 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Shrink Awareness Training - Day 2
Additional Resources	N/A

Action Steps

Description   How to process bottle deposits and redemption

California   Not all California locations will be required to complete CRV redemptions, only those locations deemed a supermarket that fall outside the service area of an existing convenience zone. Unless notified by the Store Support Center to begin completing CRV redemptions, all stores must display the CalRecycle sign in the front window or door directing customers to the nearest convenience zone. The sign must be readable by the consumer and must not be n altered, covered, or obliterated in whole or in part.

NOTE   *Excessively dirty containers, containers with missing labels and/or containers that do not specify "CA REDEMPTION VALUE," "CALIFORNIA REDEMPTION VALUE," "CA CASH REFUND," "CALIFORNIA CASH REFUND," OR "CA CRV" on the label may be refused for redemption.*

Oregon   Oregon Law allows a dealer to refuse to accept: Any beverage container visibly containing or contaminated by a substance other than water, residue of the original contents, or ordinary dust; more than 144 individual beverage containers from any one person during one day; and any beverage container that is damaged to the extent that the brand appearing on the container cannot be identified.

Maine   Maine locations will NOT be required to complete bottle deposit redemptions. All stores must display the Maine Redemption sign in the front window or door directing customers to the approved redemption center. The sign must be readable by the consumer and must not be altered, covered, or obliterated in whole or in part. Additional copies of the Maine Redemption sign are available on STOREnet. The approved redemption center information can be obtained by logging a ticket in RESPOND on STOREnet.

NOTE

   DG_WOLF_0002748

RETURNS/EXCHANGES

Bottle Deposits and Redemption

Transaction Type	Bottle Deposits and Redemption
Audience	All Employees
SOP	205, 208, 209, 210, 211, 212, 217, 225, 226 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Shrink Awareness Training - Day 2
Additional Resources	N/A

Action Steps	
Description	How to process bottle deposits and redemption
Step 1	Select **MANAGER MENU**
Step 2	Select **CASH OFFICE**
Step 3	Select **PAID OUT**
NOTE	Pop up message reads **'Every paid out must be approved by the manager prior to completing the transaction'**
Step 4	Select **CONTINUE**
NOTE	Screen reads **'Sale Authorization Needed'**
Step 5	Key Carrier enters Employee ID
Step 6	Select **ENTER**
Step 7	Key carrier enters Cashier ID
Step 8	Select **ENTER**
Step 9	Type the refund amount
Step 10	Select **ENTER**
Step 11	Select **RETURN BOTTLE DEPOSIT - OTHER**
NOTE	California Stores select **CA CRV**
Step 12	Select ✓
Step 13	Type **'BOTTLE REFUND'**
Step 14	Select **ENTER (return key symbol)**
Step 15	Select **YES** button for question **'Was DM notified?'**
NOTE	Directions continued on

DG_WOLF_0002749

Bottle Deposits and Redemption

Transaction Type	Bottle Deposits and Redemption
Audience	All Employees
SOP	205, 208, 209, 210, 211, 212, 217, 225, 226 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Shrink Awareness Training - Day 2
Additional Resources	N/A

Action Steps	
Step 16	Type **BOTTLE REFUND** on Reference Invoice # line
Step 17	Type **EMPLOYEE NAME** on Vendor/ Retailer Name line
Step 18	Type **BOTTLE REFUND AMOUNT** on Vendor/ Retailer Phone #
NOTE	**BOTTLE REFUND AMOUNT** must be 10 digits long. Add 0s after entering the amount to fulfill the line requirements
Step 19	Select **CONTINUE**
Step 20	Select **ENTER**
Step 21	Register drawer pops open - give the refund to the customer
Step 22	Receipt prints - hand receipt to the customer
NOTE	Process bottle deposit refunds for customers returning empty bottles and cans that are stocked in Dollar General stores only.

DG_WOLF_0002750

RETURNS/EXCHANGES

Returns with a receipt

| Transaction Type	Returns with a receipt
Audience	All Employees
SOP	86 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Shrink Awareness Training - Day 2
Additional Resource	N/A

Action Steps	
Description	How to process returns with a receipt
	Digital and register receipts are valid for purpose of returns at Dollar General. When customer presents digital receipt, never handle customer's phone.
	Ask customer for receipt. Verify items were purchased within last 90 days. On register receipt, circle merchandise being returned, and write today's date next to the item. Offer customer an exchange, if applicable. Call Store Manager (or manager on duty, as delegated by the Store Manager) to the register to perform the return.
Step 1	Scan receipt barcode
NOTE	Screen reads **'Sale Authorization Needed'**
Step 2	Key Carrier enters Employee ID
Step 3	Select **ENTER**
Step 4	Key carrier enters Cashier ID
Step 5	Select **ENTER**
Step 6	Touch item to be refunded on screen
Step 7	Select **REFUND**
Step 8	Select **VIEW LIST**
Step 9	Touch item to be refunded on screen
Step 10	Press **SELECT** when complete
Step 11	Select reason code
Step 12	Select ✓
NOTE	For all items to be refunded **SELECT ALL**
Step 13	Select **CONFIRM**
NOTE	Directions continued on next page

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RETURNS/EXCHANGES

Returns with a receipt

Transaction Type	Returns with a receipt
Audience	All Employees
SOP	86 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Shrink Awareness Training - Day 2
Additional Resource	N/A

Action Steps	
Step 14	Select **TOTAL**
Step 15	Select tender type
NOTE	For refunds tendered back on card transactions complete step 16
Step 16	Direct customer to select **YES** on pinpad
Step 17	Tender the refund
Step 18	The register will print 2 receipts. The customer and the employee must sign the store copy of the receipt
Step 19	Give the customer copy of the receipt to the customer.
Step 20	Place the signed store copy of the receipt under the register drawer
Step 21	Attach receipt to Store Performance Summary Report at end of day
Step 22	File Store Performance Summary Report in Weekly Sales and Cash Analysis Envelope

DG_WOLF_0002752

RETURNS/EXCHANGES

Returns without a Receipt

Transaction Type	Line Refund
Audience	All Employees
SOP	87 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Shrink Awareness Training - Day 2
Additional Resources	N/A

Action Steps	
Description	How to process line refund
Step 1	Select **ADVANCED FUNCTIONS**
Step 2	Select **LINE REFUND**
NOTE	Screen reads '**Sale Authorization Needed**'
Step 3	Key Carrier enters Employee ID
Step 4	Select **ENTER**
Step 5	Key carrier enters Cashier ID
Step 6	Select **ENTER**
Step 7	Scan item(s) to refund
Step 8	Select ✓ to add item
Step 9	Select reason code
Step 10	Select ✓ to add transaction
Step 11	Select **TOTAL**
Step 12	Select **MISCELLANEOUS**
Step 13	Select **CHANGE TENDER TYPE**
Step 14	Select **CARD/ CHECK**
Step 15	Select **GIFTCARD**
Step 16	Grab a Dollar General Giftcard used for returns
Step 17	Scan back of card
NOTE	If back of card will not scan—type card # on back of card and select **ENTER**

DG_WOLF_0002753

RETURNS/EXCHANGES

Returns without a Receipt

Transaction Type	Line Refund
Audience	All Employees
SOP	87 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Shrink Awareness Training - Day 2
Additional Resources	N/A

Action Steps	
Step 18	Select **ENTER**
Step 19	Receipt Prints
Step 20	The register will print 2 receipts. The customer and the employee must sign the store copy of the receipt
Step 21	Give the customer copy of the receipt to the customer.
Step 22	Place the signed store copy of the receipt under the register drawer
Step 23	Attach receipt to Store Performance Summary Report at end of day
Step 24	File Store Performance Summary Report in Weekly Sales and Cash Analysis Envelope

RETURNS/EXCHANGES
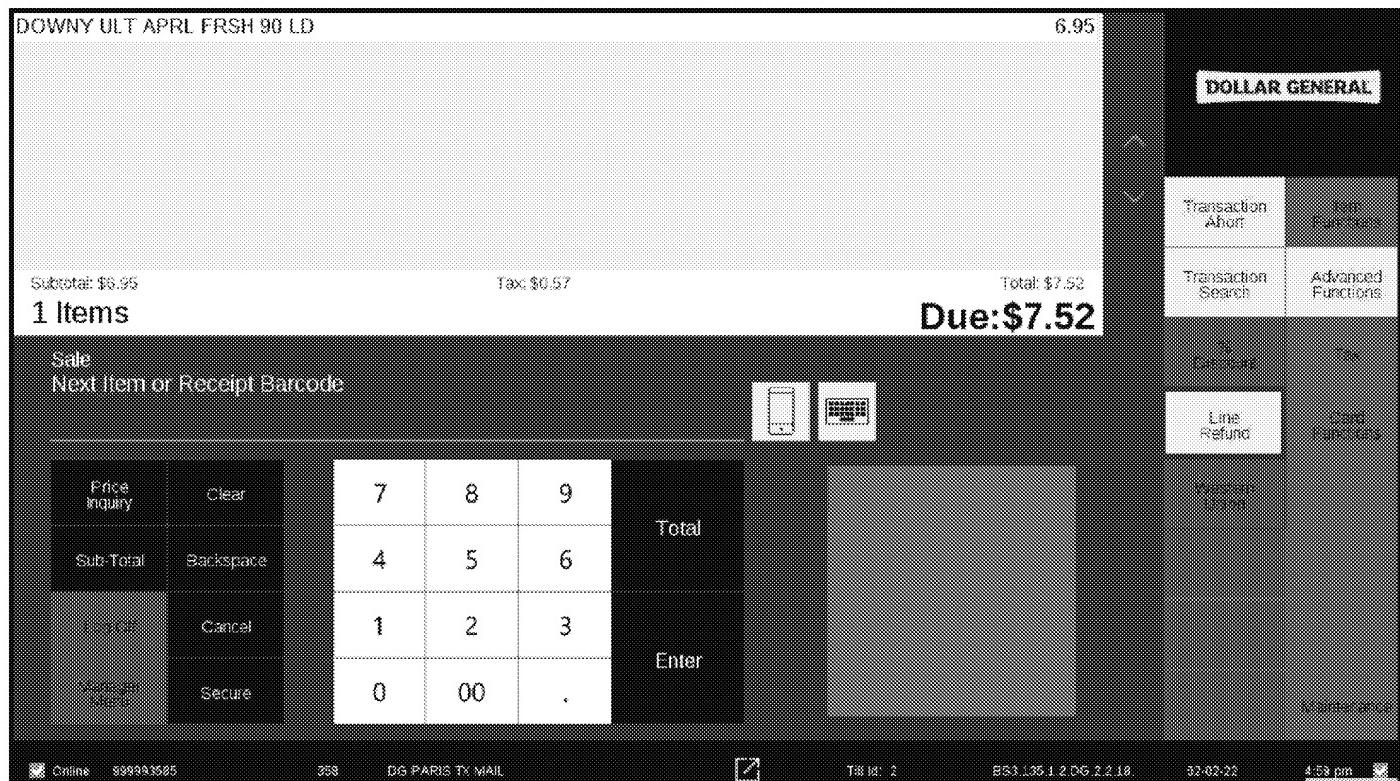
Transaction Search - Receipt Reprint

Transaction Type	Transaction Search
Audience	All Employees
SOP	N/A For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Shrink Awareness Training - Day 2
Additional Resources	N/A

Action Steps

Description	How to search for a prior transaction
Step 1	Select **ADVANCE FUNCTIONS**
Step 2	Select **TRANSACTION SEARCH**
NOTE	Screen reads **'Sale Authorization Needed'**
Step 3	Key Carrier enters Employee ID
Step 4	Select **ENTER**
Step 5	Key carrier enters Cashier ID
Step 6	Select **ENTER**
Step 7	Select date range (touch '**V**' to open calendar touch to select date range)
Step 8	Select **CONFIRM**
Step 9	Select transaction on screen
Step 10	Select **CONFIRM**
Step 11	Select **PRINT**
Step 12	Transaction reprints

INTERVENTIONS

Customer Overcharges

Transaction Type	Customer Overcharges
Audience	All Employees
SOP	88, 89, 223, 242 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps	
Description	How to process customer overcharges
NOTE	If the customer was overcharged, refund the overcharge amount to the customer
	Both the refund and paid out procedures must be used only by the Store Manager (or manager on duty, as delegated by the Store Manager)
Michigan	In addition to the refund for the overcharge, perform a Paid Out to pay the customer the additional $5.00. Use **"Miscellaneous"** as the reason for the Paid Out, and write **"Overcharge"** on the Paid Out receipt. Attach the Paid Out receipt to the Reconciliation Discrepancy Report, and file it in the Weekly Sales and Cash Analysis Envelope. For more information, refer to Paid Out (SOP 84) policy and procedures.
St Lawrence, NY	In addition to the refund for the overcharge, perform a Paid Out to pay the customer the additional $10.00. Use **"Miscellaneous"** as the reason for the Paid Out, and write **"Overcharge"** on the Paid Out receipt. Attach the Paid Out receipt to the Reconciliation Discrepancy Report, and place it in the Weekly Sales and Cash Analysis Envelope. For more information, refer to the Paid Out (SOP 84) policy and procedures.
Ulster County, NY	Once the customer has notified the store in person, or in writing, that the price charged is <u>more than</u> the marked item, sale sign, shelf label, or advertised price, and the customer has provided evidence of the overcharge, the store should do the following:
	Confirm the overcharge by comparing the price scanned at the register to the marked item, sale sign, shelf label or advertised price. A. If the customer was overcharged, give the item to the customer for free B. In addition, refund the Overcharged amount and perform a Paid Out to provide the customer the additional $10.00 C. Apologize to the customer for his or her inconvenience D. Correct the pricing and/or signage immediately
NOTE	Directions continued on <u>next page</u>

INTERVENTIONS

Customer Overcharges

Transaction Type	Customer Overcharges
Audience	All Employees
SOP	88, 89, 223, 242 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps

Step 1   Confirm the overcharge by comparing the price scanned at the register to the marked price, the advertised price, and/or the shelf label price.

Step 2   If the customer was overcharged, the key carrier should:
   A. Refund the overcharge amount to the customer (see Paid Out)
   B. Apologize to the customer for his or her inconvenience
   C. Correct the pricing and/or signage immediately

Step 3   Complete a paid out - see page 78

Step 4   Select **MISCELLANEOUS** as the reason code

Step 5   Key carrier writes **OVERCHARGE** on the paid out receipt

Step 6   Attach paid out receipt to the Store Performance Report

Step 7   File Store Performance Summary Report in Weekly Sales and Cash Analysis Envelope

NOTE   Both the refund and paid out procedures must be used only by a key carrier

Step 8   For more information, refer to the Paid Out (SOP 84) policy and procedures.

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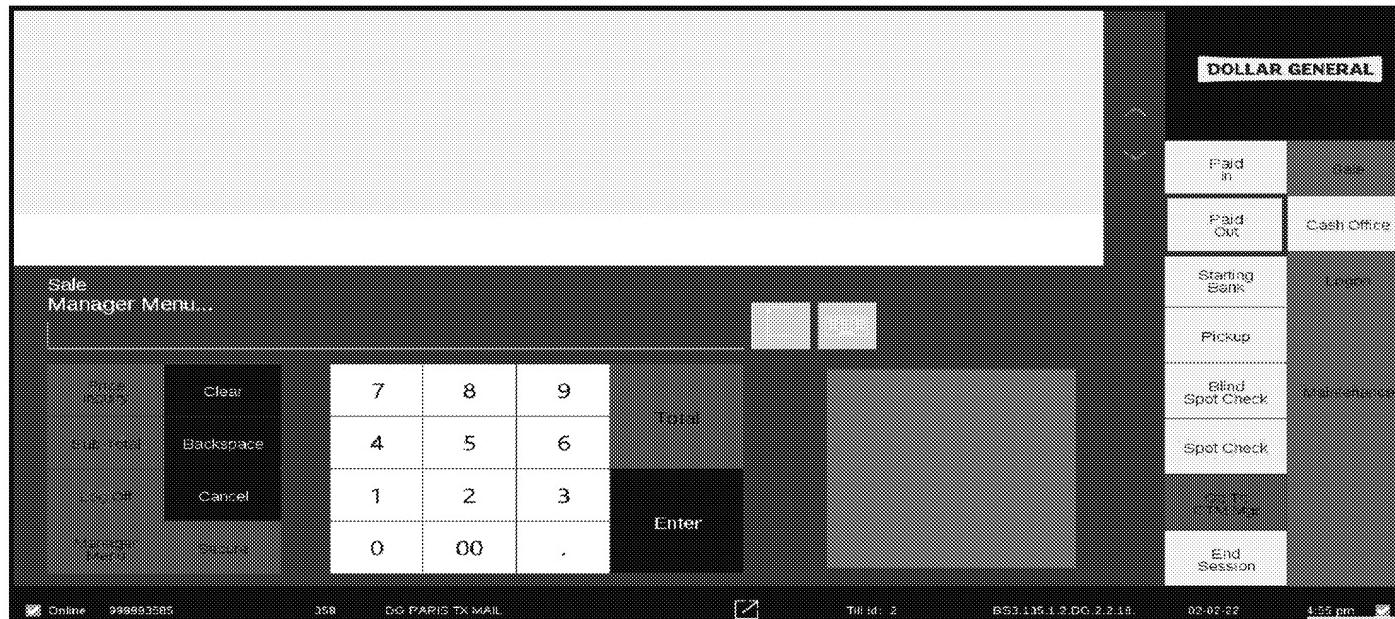
Price Inquiry

Transaction Type	Price Inquiry
Audience	All Employees
SOP	61 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2

Action Steps

Description	How to process price inquiry
Step 1	Log on to the register
Step 2	Select **PRICE INQUIRY**
Step 3	Scan the item
Step 4	The screen displays price of scanned item
Step 5	If the customer would like to purchase the item, select ✓
Step 6	If the customer does not want to purchase the item, press **X**

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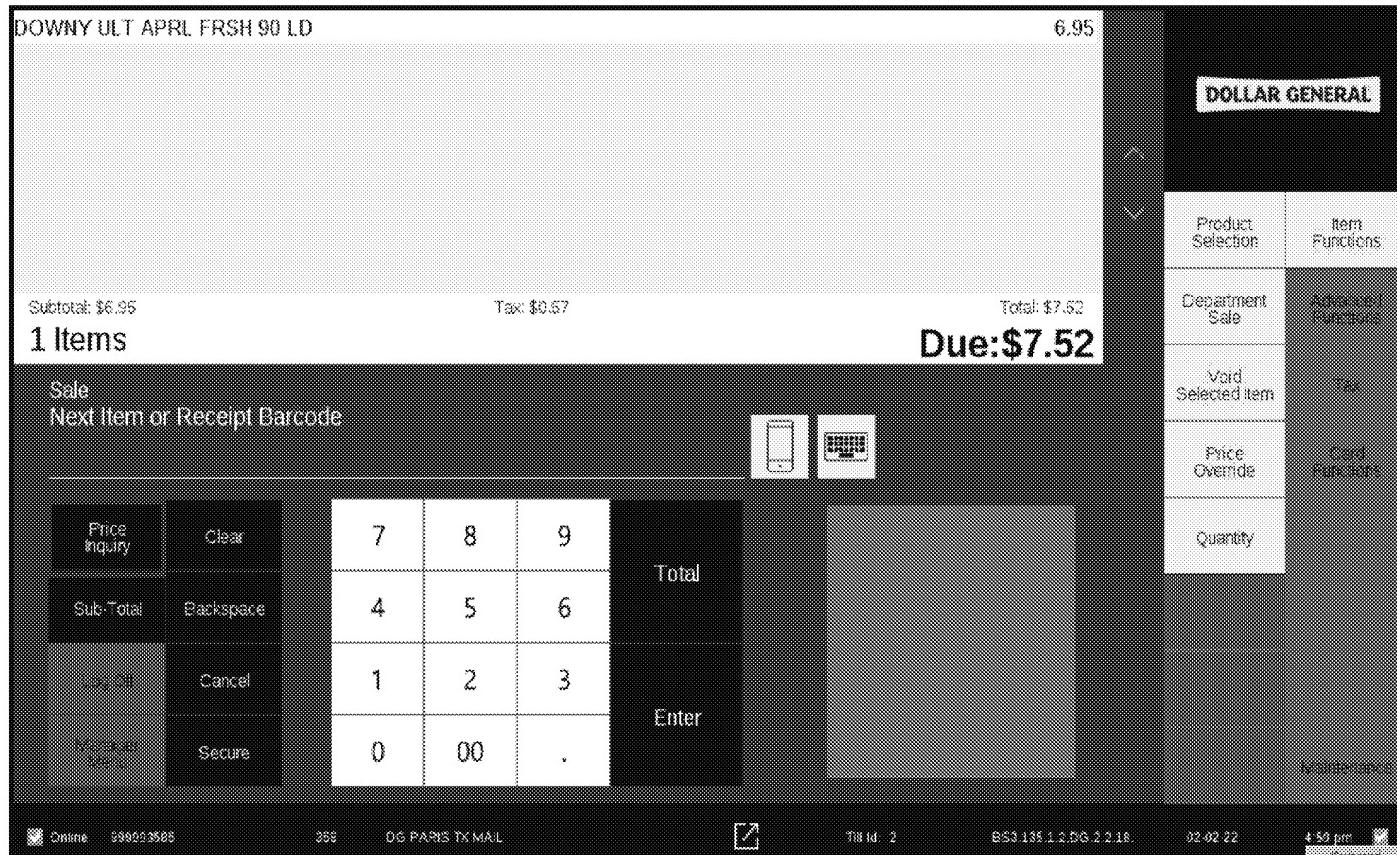
INTERVENTIONS

Price Override

Transaction Type	Price Override
Audience	All Employees
SOP	N/A For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2

Action Steps

Description	How to override price to satisfy customer
Step 1	Scan item
Step 2	Select **PRICE OVERRIDE**
NOTE	Screen reads **'Sale Authorization Needed'**
Step 3	Key Carrier enters Employee ID
Step 4	Select **ENTER**
Step 5	Key carrier enters Cashier ID
Step 6	Select **ENTER**
Step 7	Enter new price
Step 8	Select **ENTER**
Step 9	Select reason code
Step 10	Select ✓

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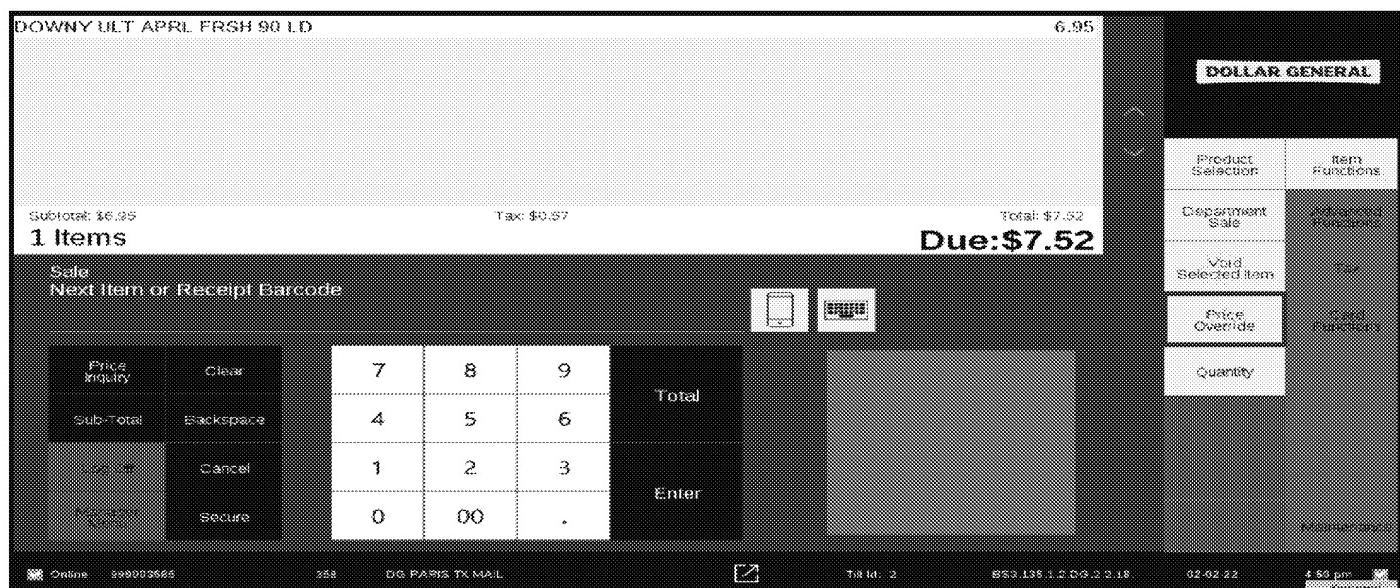
INTERVENTIONS

Quantity Function

| Transaction Type	All Employees
Audience	All Employees
SOP	N/A For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2

Action Steps	
Description	How to use quantity function
Step 1	Scan all merchandise being purchased using One Item = One Scan
Step 2	Select **QUANTITY**
NOTE	Screen reads '**Sale Authorization Needed**'
Step 3	Key Carrier enters Employee ID
Step 4	Select **ENTER**
Step 5	Key carrier enters Cashier ID
Step 6	Select **ENTER**
Step 7	Enter number of like items
Step 8	Select **ENTER**

INTERVENTIONS
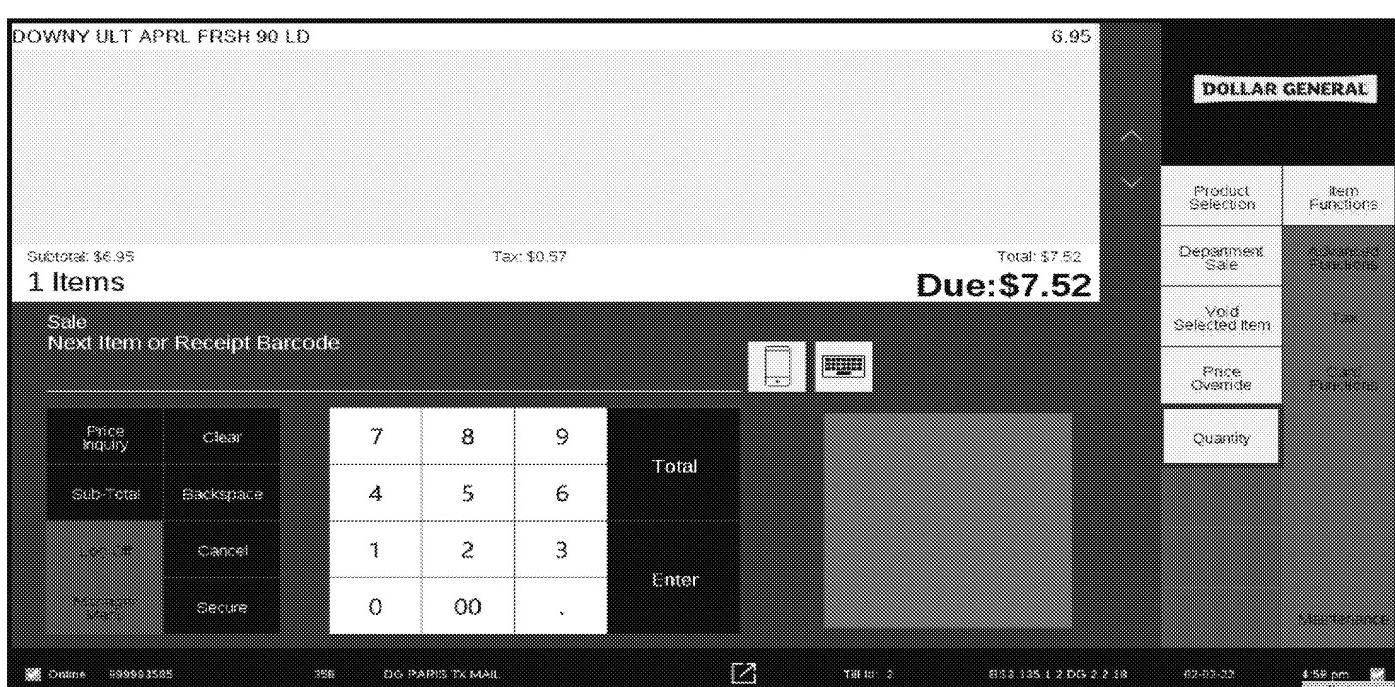
Age Restricted Sales Verification

Transaction Type	Age Restricted Sales Verification
Audience	Store Manager, Assistant Manager, Lead Sales Associate, All Employee
SOP	66, 191, 216 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Alcohol Sales Training, Tobaccos Sales Training
Additional Resources - CBL	LMS>CATALOG>STATE SPECIFIC

Action Steps	
Description	How to process age restricted items
NOTE	The following non-expired, photo IDs are acceptable for age verification and credit/debit sales (image examples above): ∗ Valid Drivers License (any state) ∗ Valid Military ID ∗ Valid State-Issued ID (non-driver) ∗ Valid ID Card issued by Federal Government (passport, permanent resident card "green card")
Step 1	Scan age restricted item
Step 2	Ask customer for a valid photo ID
NOTE	Follow age requirements based on state laws
Step 3	Scan back of valid photo ID
NOTE	If valid photo ID will not scan, enter Date of Birth on keypad
Step 4	Select ENTER
Step 5	Return ID to the customer
Step 6	Select TOTAL

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INTERVENTIONS

Line Void

Transaction Type	Line Void
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	63 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2

Action Steps	
Description	How to process a line void
Step 1	Scan all merchandise being purchased using One Item = One Scan
Step 2	Select **ITEM FUNCTION**
Step 3	Select item to void on screen
Step 4	Select **VOID SELECTED ITEM**
Step 5	Screen reads **'Sale Authorization Needed'**
NOTE	Key Carrier enters Employee ID
Step 6	Select **ENTER**
Step 7	Key carrier enters Cashier ID
Step 8	Select **ENTER**
Step 9	Pop up message reads **'Are you sure you wish to void this Line?'**
Step 10	Select **YES**
Step 11	Select reason code to line void
Step 12	Select to ✓ accept line void
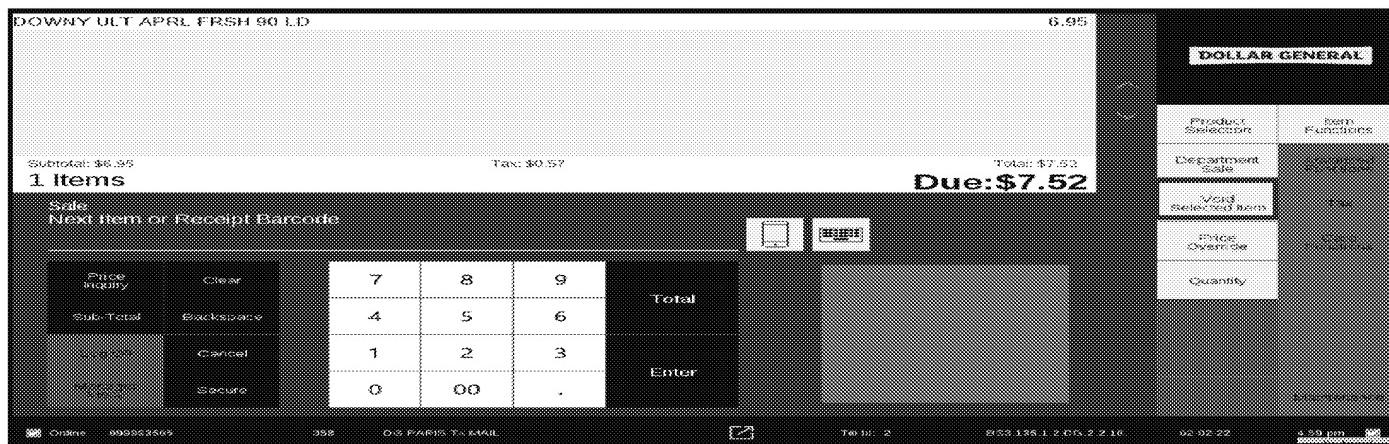
Tender Void

Transaction Type	Tender Void
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	N/A For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2

Action Steps

Description	How to cancel a transaction after tender has been started
Step 1	Scan all merchandise being purchased using One Item = One Scan
Step 2	Select **TOTAL**
NOTE	Customer completed partial tender but now wants to void the tender
Step 4	Select **CASH**
Step 4	Select **VOID SELECT TENDER**
NOTE	Pop up message reads **'Are you sure you wish to void this tender'**
Step 5	Select **YES**
Step 6	The tenders will then be returned the customer
Step 7	Ask customer to select another form of payment

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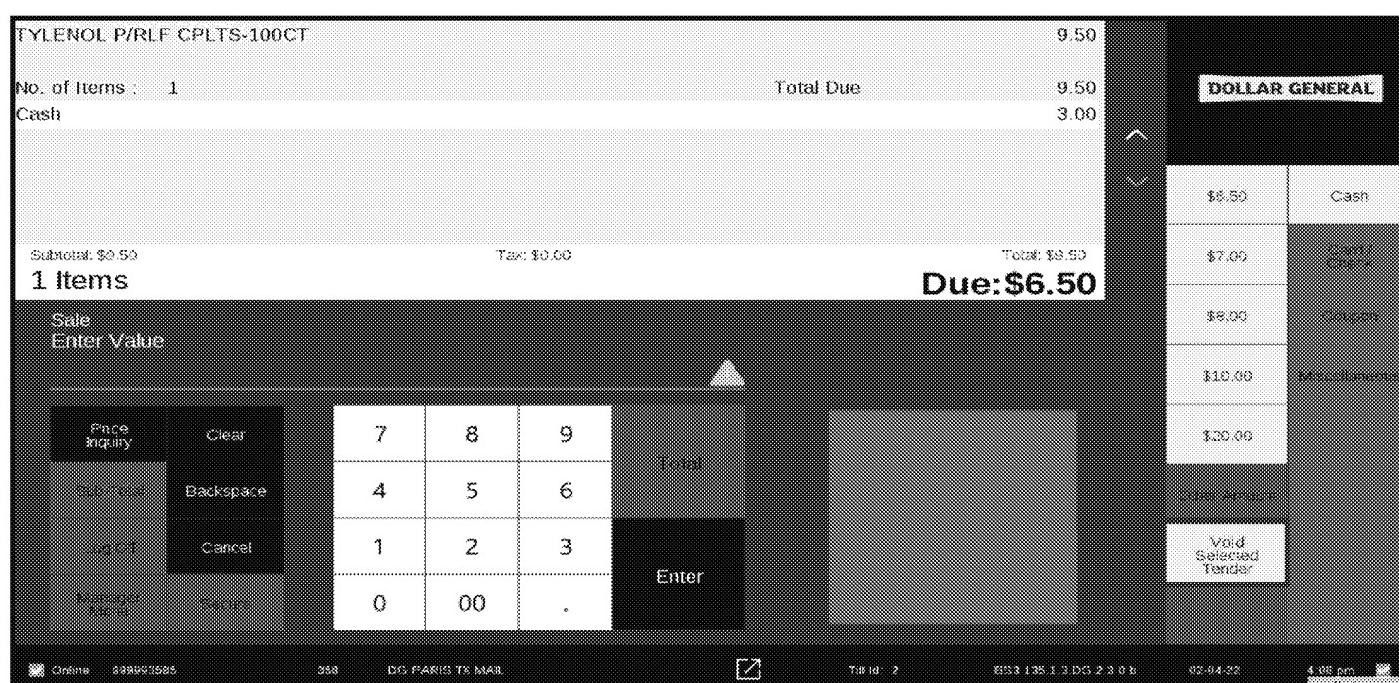
INTERVENTIONS

Transaction Abort

| Transaction Type	Transaction Abort
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	64, 65 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2

Action Steps	
Description	How to abort a transaction
Step 1	Scan all merchandise being purchased using One Item = One Scan
Step 2	Select **TOTAL**
Step 3	Select **CANCEL**
Step 4	Select **ADVANCED FUNCTIONS**
Step 5	Select **TRANSACTION ABORT**
NOTE	Screen reads '**Sale Authorization Needed**'
Step 6	Key Carrier enters Employee ID
Step 7	Select **ENTER**
Step 8	Key carrier enters Cashier ID
Step 9	Select **ENTER**
NOTE	Pop up message reads '**Are you sure you wish to abort this transaction?**'
Step 10	Select **YES**
Step 11	Select reason code
Step 12	Select ✓ to abort transaction
Step 9	A Void Transaction receipt will print.
Step 10	Place the void slip in the register drawer
Step 11	Attach receipt to Store Performance Summary Report at end of day
Step 12	File Store Performance Summary Report in Weekly Sales and Cash Analysis Envelope

INTERVENTIONS

Department Sales

Transaction Type	Department Sales
Audience	All Employees
SOP	N/A For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2

Action Steps	
Description	How to process a department sale
Step 1	Select **DEPARTMENT SALE**
NOTE	Screen reads **'Sale Authorization Needed'**
Step 2	Key Carrier enters Employee ID
Step 3	Select **ENTER**
Step 4	Key carrier enters Cashier ID
Step 5	Select **ENTER**
Step 6	Select department of item scanned
NOTE	Use directional arrows in upper right hand corner to scroll through departments
Step 7	Select to ✓ add
Step 8	Enter price off item on keypad
Step 9	Select **ENTER**
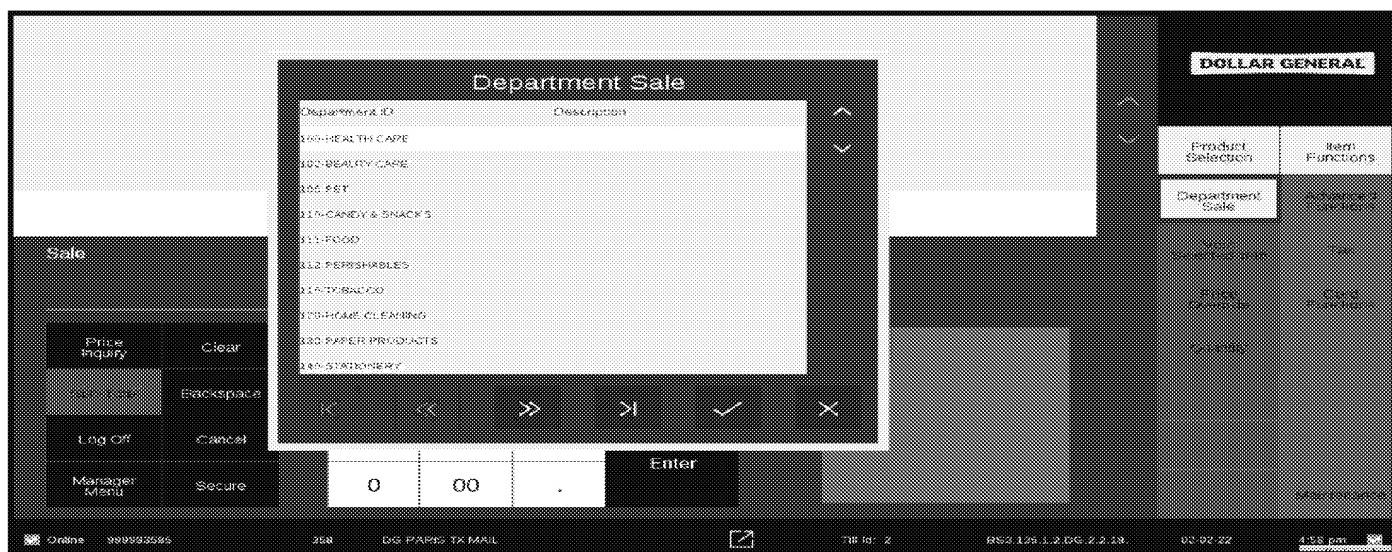
INTERVENTIONS

No Sale

Transaction Type	No Sale
Audience	All Employees
SOP	68 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2

Action Steps

Description	How to complete a No Sale
Step 1	Select **MANAGER MENU**
Step 2	Select **NO SALE**
NOTE	Screen reads '**Sale Authorization Needed**'
Step 3	Key Carrier enters Employee ID
Step 4	Select **ENTER**
Step 5	Key carrier enters Cashier ID
Step 6	Select **ENTER**
Step 7	Register drawer will open
Step 8	Receipt will print
Step 9	Key carrier must initial the receipt and write the reason for the No Sale on the receipt
Step 10	Place receipt under the register drawer
Step 11	Attach receipt to Store Performance Summary Report at end of day
Step 12	File Store Performance Summary Report in Weekly Sales and Cash Analysis Envelope

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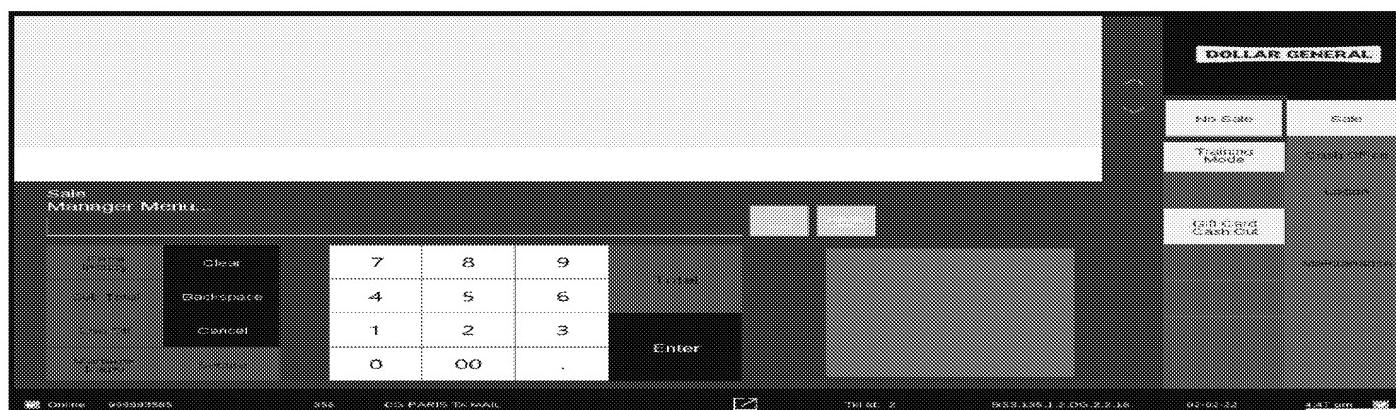
Adding Items

Transaction Type	Adding Items
Audience	All Employees
SOP	62 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2

Action Steps

Description	How to complete Add More Items during a transaction
Step 1	Scan items using 1 item = 1 scan
Step 2	Select **TOTAL**
Step 3	Select **CANCEL**
Step 4	Select items to scan
Step 5	Select **TOTAL**

END OF DAY

Daily End of Day Activities

Transaction Type	End Session
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	60, 90, 91, 92, 95, 98, 99,104, 215, 245 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps	
Description	How to complete daily end of day activities for staffed register and self checkout
NOTE	Each staffed register is counted down at the end of employee's shift throughout the day
Step 1	End session on staffed register - see page 103
Step 2	Log off register to pop till - see page 11
Step 3	Transport till from salesfloor to office with all cash, coupons, and pickups
Step 4	Count till for staffed register to starting bank amount using Cashmaster
Step 5	Employee should be present when till is verified to starting bank amount
NOTE	Log into Vision Commerce Suite
Step 6	Reconcile Till - see page 104
Step 7	Place total monies reconciled in pickup envelope to be added into the total deposit at the end of the night
NOTE	Place reconciled coupons in Weekly Coupon Sales Envelope
Step 8	Transport till and pickup envelope containing reconcile till sales from office to Salesfloor
Step 9	Place till in bottom safe
Step 10	Place pickup envelope in appropriate safe drop to be added to total deposit at the end of the day
NOTE	**After close of business complete the following steps**
Step 11	Complete steps 1 - 6 listed on page 119 for any staffed tills not reconciled
Step 12	Refer to the appropriate self checkout reference manual for the process to complete end of day activities on store specific self checkout
NOTE	Directions continued on next page

END OF DAY

Daily End of Day Activities

Transaction Type	End Session
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	60, 90, 91, 92, 95, 98, 99,104, 215, 245 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps	
Step 13	Complete Prepare Banking for all staffed tills and self checkout - see page 106
Step 14	Print End of Day Paperwork and leave on desk to be reviewed the following morning - see page 101
Step 15	Count Safe Fund (change fund + all tills and self checkout) - see page 66
NOTE	If change fund is short, refer to SOP 90
	If self checkout did not provide enough cash to replenish the change fund and cover the self checkout deposit. The self checkout operated with a negative cash balance.
	Reconcile Till with negative cash balance occurs from not refilling self checkout with cash allowing more cash back and change provided than positive cash transactions
	Negative Reconcile Till situations only occur during early store closure (ex. inclement weather).
	Failing to replenish self checkout minimum 3x daily results in Negative Cash Balance Tills
Step 16	Transport tills, if any, from office to salesfloor
Step 17	Place tills in bottom safe
Step 18	Place deposit in top safe
Step 19	Clock out - see page 6
NOTE	Exempt employees (i.e. Store Managers) are not required to clock out

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END OF DAY

End Session

Transaction Type	End Session
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	95, 98, 99, 104, 215 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps

Description	How to end session
Step 1	Select **MANAGER MENU**
Step 2	Select **CASH OFFICE**
Step 4	Select **END SESSION**
NOTE	Screen reads **'Sale Authorization Needed'**
Step 5	Key Carrier enters Employee ID
Step 6	Select **ENTER**
Step 7	Key carrier enters Cashier ID
Step 8	Select **ENTER**
Step 9	The register drawer will open
Step 10	Sign back on till and follow directions for Log Off on page 11
Step 11	Take the till, paperwork from the drawer, and any pickups processed through the day from the safe
Step 12	Transport the till, register paperwork, and pickups directly to the office
NOTE	Office door should always remain closed and locked from the outside when counting money
Step 13	Use Cashmaster to count till to starting bank

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END OF DAY
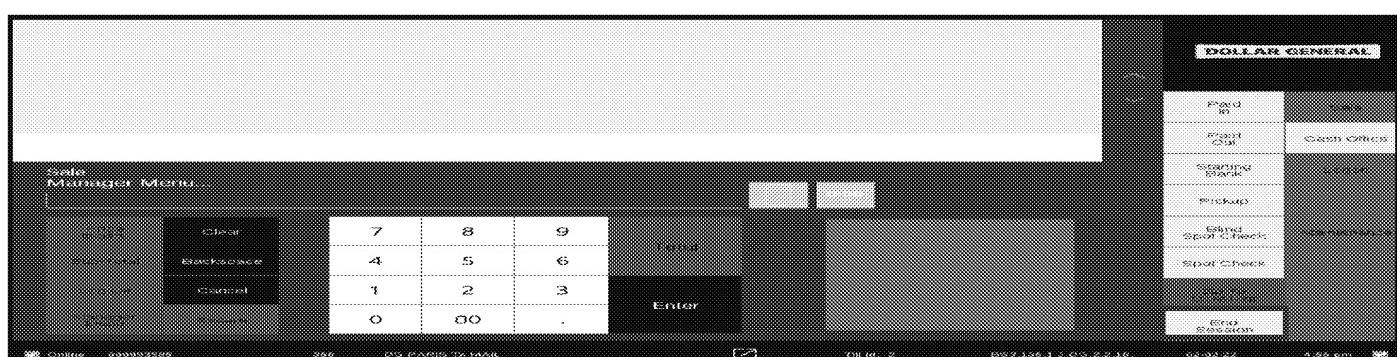
Reconcile Till - Cash

Transaction Type	Reconcile Till
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	95, 98, 99, 104, 215 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps

Description	How to Reconcile Till (cash)
Step 1	On STOREnet computer
Step 2	Select **DAILY**
Step 3	Select **MONEY COUNTING**
Step 4	Select **ADDITIONAL CASH MANAGEMENT TOOLS - OPEN**
Step 5	Log into VCS using the following steps
Step 6	Enter Employee ID in Username field
Step 7	Enter Cashier ID in Password field
Step 8	Select **LOGIN**
Step 9	Access Reconcile Till using the following steps
Step 10	Select **CASH FUNCTIONS**
Step 11	Select **TILLS**
Step 12	Select **RECONCILE TILL**
Step 13	Select session with employee's name
Step 14	Select **0.00** on Cash Row, under Value Column
NOTE	**DO NOT** enter any values on the Unknown Row, under Value Column
Step 15	Type total amount of Reconcile Till in pennies row
Step 16	Select **NEXT**
Step 17	Select **NEXT**
Step 18	Select **SUBMIT - DO NOT SELECT SAVE**
Step 19	Select **NEXT**
NOTE	When complete screen will not reflect any sessions left to reconcile

END OF DAY

Reconcile Till - Coupons

Transaction Type	Reconcile Till
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	95, 98, 99, 104, 215 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps

Description	How to Reconcile Till (coupons)
Step 1	On STOREnet computer
Step 2	Select **DAILY**
Step 3	Select **MONEY COUNTING**
Step 4	Select **ADDITIONAL CASH MANAGEMENT TOOLS - OPEN**
Step 5	Log into VCS using the following steps
Step 6	Enter Employee ID in Username field
Step 7	Enter Cashier ID in Password field
Step 8	Select **LOGIN**
Step 9	Access Reconcile Till using the following steps
Step 10	Select **CASH FUNCTIONS**
Step 11	Select **TILLS**
Step 12	Select **RECONCILE TILL**
Step 13	Select session with employee's name
Step 14	Select **0.00** on Coupon Row, under Value Column
NOTE	DO NOT enter any values on the Unknown Row, under Value Column
Step 15	Type coupon amount
Step 16	To add coupons select ADD - when complete select NEXT
Step 17	Select **NEXT**
Step 18	Select **SUBMIT - DO NOT SELECT SAVE**
Step 19	Select **NEXT**
NOTE	When complete screen will not reflect any sessions left to reconcile

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END OF DAY

Prepare Banking - Cash

Transaction Type	Prepare Banking
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	95, 98, 99, 104, 215 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

	Action Steps
Description	How to Prepare Banking (cash)
Step 1	On STOREnet computer
Step 2	Select **DAILY**
Step 3	Select **MONEY COUNTING**
Step 4	Select **ADDITIONAL CASH MANAGEMENT TOOLS - OPEN**
Step 5	Log into VCS using the following steps
Step 6	Enter Employee ID in Username field
Step 7	Enter Cashier ID in Password field
Step 8	Select **LOGIN**
Step 9	Select **CASH FUNCTIONS**
Step 10	Select **SAFE**
Step 11	Select **PREPARE BANKING**
Step 12	Type deposit amount on Cash Row, under Value Column
Step 13	Type Deposit Bag # on **BAG REFERENCE** line
Step 14	Type key carrier name on **DEPOSIT PREPARED BY** line
Step 15	Select **NEXT**
Step 16	Select **SAVE**
Step 17	Select **PRINT**
Step 18	Attach Banking Confirmation Form to Store Performance Summary Report and all refund slips, transaction aborts

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END OF DAY

Prepare Banking - Coupons

Transaction Type	Prepare Banking
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	95, 98, 99, 104, 215 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps

Description	How to Prepare Banking (coupons)
Step 1	On STOREnet computer
Step 2	Select **DAILY**
Step 3	Select **MONEY COUNTING**
Step 4	Select **ADDITIONAL CASH MANAGEMENT TOOLS - OPEN**
Step 5	Log into VCS using the following steps
Step 6	Enter Employee ID in Username field
Step 7	Enter Cashier ID in Password field
Step 8	Select **LOGIN**
Step 9	Select **CASH FUNCTIONS**
Step 10	Select **SAFE**
Step 11	Select **PREPARE BANKING**
Step 12	Select <u>**0.00**</u> on Coupon Row, under Value Column
Step 13	Type coupon amount
Step 14	To add coupons, select **ADD**
Step 15	Select **NEXT** when complete
Step 16	Type Deposit Bag # on **BAG REFERENCE** line
Step 17	Type key carrier name on **DEPOSIT PREPARED BY** line
Step 18	Select **NEXT**
Step 19	Select **SAVE**
Step 20	Select **PRINT**
NOTE	Add coupons to Coupon Envelope. Mail one coupon envelope per week

START OF DAY

Session Detail Report - Summary (Till Over/ Short)

Transaction Type	End of Day Paperwork
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resource	N/A

Action Steps	
Description	How to print Session Detail Report - Summary in Vision Commerce Suite
Step 1	On STOREnet computer
Step 2	Select **DAILY**
Step 3	Select **MONEY COUNTING**
Step 4	Select **ADDITIONAL CASH MANAGEMENT TOOLS - OPEN**
Step 5	Log into VCS using the following steps
Step 6	Enter Employee ID in Username field
Step 7	Enter Cashier ID in Password field
Step 8	Select **LOGIN**
NOTE	Select employees may receive a list of stores to choose from. The employee should always select his or her home store
Step 9	Select **ENTER**
Step 10	Select **CASH FUNCTION**
Step 11	Select **CASH OFFICE REPORTS**
Step 12	Select **SESSION DETAIL REPORT**
Step 13	Select **DATE**
Step 14	Select **RECONCILED**
Step 15	Select **SUMMARY**
Step 17	Select **NEXT**
Step 18	Select **ALL**
Step 19	Select **NEXT**
Step 20	Select **PRINT**
NOTE	Directions continued on <u>next page</u>

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START OF DAY

Session Detail Report - Summary (Till Over/ Short)

Transaction Type	End of Day Paperwork
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resource	N/A

Circle the following information on the report

1   Expected cash sales completed for the session

2   **Difference - Float in Declaration = Till Cash Over/ Short**
   * Session 3956 evenly balanced, Session 3955 was +$20
   * If session expected cash sales but no Float in Declaration entered, the Difference is the actual till over/ short cash

3   Pick Ups, Paid Ins, Pay Outs identified by amounts per session

4   Total cash sales reconciled for the day

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START OF DAY

Store Performance Summary Report (EOD Report)

Transaction Type	End of Day Paperwork
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resource	N/A

Action Steps	
Description	How to print End of Day Paperwork in Vision Commerce Suite
Step 1	On STOREnet computer
Step 2	Select **DAILY**
Step 3	Select **MONEY COUNTING**
Step 4	Select **ADDITIONAL CASH MANAGEMENT TOOLS - OPEN**
Step 5	Log into VCS using the following steps
Step 6	Enter Employee ID in Username field
Step 7	Enter Cashier ID in Password field
Step 8	Select **LOGIN**
NOTE	Select employees may receive a list of stores to choose from. The employee should always select his or her home store
Step 9	Select **ENTER**
Step 10	Select **REPORTS**
Step 11	Select **STORE PERFORMANCE SUMMARY REPORT**
Step 12	Select yesterday's date in both fields
Step 13	Select **Summary**
Step 14	Select **NEXT**
Step 15	Select **PRINT**
NOTE	Directions continued on next page

START OF DAY

Store Performance Summary Report (EOD Report)

Transaction Type	End of Day Paperwork
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resource	N/A

Store Performance Summary Report

Outlet :	12406 - DG HILLSBORO TN MAIL	Created on :	11/22/2022 07:29:62
Date Range :	11/21/2022 - 11/21/2022		

INCOME

DEPARTMENT SALES		Quantity	Sales	% of Sales
	Net Sales Total	1,708	6,347.48	

SERVICES		Quantity	Sales	
	Total	0	0.00	

| | Sales and Services Total | 1708 | 6,347.48 | |

PAID IN TILL		Quantity		Total
	Total Paid In Till	0		0.00

PAID IN SAFE		Quantity		Total
	Total Paid In Safe	0		0.00

TILL OVERAGES		Quantity	Foreign Currency	Total
Cash		0		20.00
	Total Till Overage (in local cash)	0		20.00

PAYMENTS

PREPARED BANKING			Foreign Currency	Prepared in date
Cash				(1) -2,736.79

PAID OUT TILL		Quantity		Total
	Total Paid Out Till	0		0.00

GRATUITY PAID OUT TILLS		Quantity		Total
	Net Gratuity Paid Out	0		0.00

PAID OUT SAFE		Quantity		Total
	Total Paid Out Safe	0		0.00

TILL SHORTAGES		Quantity	Foreign Currency	Total
Cash		0		-21.27
Grouped Manufacturer Coupon		-1		-1.00
	Total Till Shortage (in local cash)	-1		-22.27

OTHER INFORMATION

TENDER DETAILS	Quantity	Foreign Currency	Total
Cash	169		(2) 2,737.79

Circle the following information on the report

1	Total amount of keyed deposit
2	Total cash sales completed on Point of Sale - does not include Paid In or Paid Outs
NOTE	**Cash Tender Line - Prepared Banking = Deposit Over/ Short Cash** **Attach register paperwork and file in Weekly Sales Analysis Envelope.**

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START OF DAY

End of Day Troubleshooting

Transaction Type	End of Day Troubleshooting
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resource	N/A

Action Steps

Description	Are sessions being closed at end of every shift?
Step 1	On STOREnet computer
Step 2	Select **DAILY**
Step 3	Select **MONEY COUNTING**
Step 4	Select **ADDITIONAL CASH MANAGEMENT TOOLS - OPEN**
Step 5	Enter Employee ID in Username field
Step 6	Enter Cashier ID in Password field
Step 7	Select **LOGIN**
NOTE	Select employees may receive a list of stores to choose from. The employee should always select his or her home store
Step 8	Select **CASH FUNCTIONS**
Step 9	Select **TILLS**
Step 10	Select **END TILL SESSION**
NOTE	If multiple sessions are displayed these sessions have not been ended
	Key carrier needs to end and then reconcile all sessions from prior days
	Staffed lanes end session after every assigned till change

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START OF DAY

End of Day Troubleshooting

Transaction Type	End of Day Troubleshooting
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resource	N/A

Action Steps	
Description	Are tills being reconciled for every session?
Step 1	On STOREnet computer
Step 2	Select **DAILY**
Step 3	Select **MONEY COUNTING**
Step 4	Select **ADDITIONAL CASH MANAGEMENT TOOLS - OPEN**
Step 5	Enter Employee ID in Username field
Step 6	Enter Cashier ID in Password field
Step 7	Select **LOGIN**
NOTE	Select employees may receive a list of stores to choose from. The employee should always select his or her home store
Step 8	Select **CASH FUNCTIONS**
Step 9	Select **TILLS**
Step 10	Select **RECONCILE TILL SESSION**
NOTE	If multiple sessions are displayed these sessions have not been reconciled. Key carrier needs to reconcile all sessions from prior days. Refer to page 119 for detailed instructions

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END OF DAY
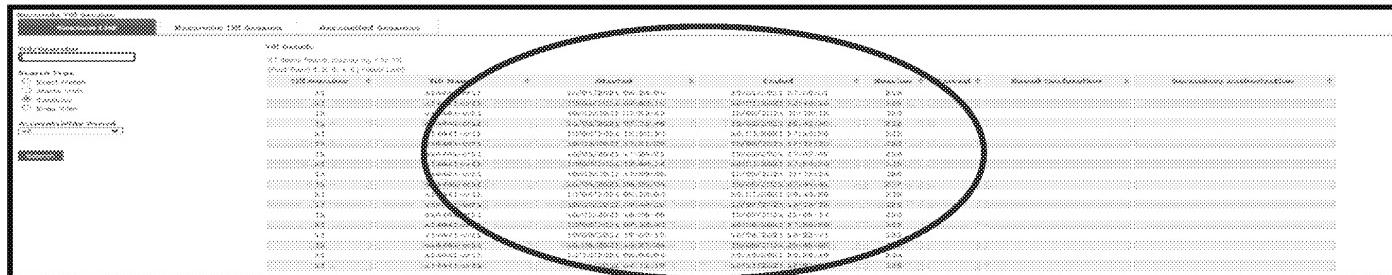
Bank Deposit Log

Transaction Type	Bank Deposit Log
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	95, 98, 99, 100, 104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources—START Reference	Electronic Check Conversion & Preparing Deposits

Action Steps

Description	How to complete paper Bank Deposit Log

Step 1	While preparing deposit, complete the "Preparation" section of the Bank Deposit Log. Record:
	  A. Date of the deposit in the "Date" column
	  B. Deposit time in the "Time AM/PM" column
	  C. Bank bag number in the "Bank Bag Number" column. Bank bag numbers should be in numerical order
	  D. Deposit total in the "Deposit $ Amount" column
	  E. Enter the name (not initials) of the person preparing the deposit in the "Prepared By" column

Step 2	Before going to the bank, complete the "Removal From Store" section of the Bank Deposit Log. Record:
	  A. Date of the deposit in the "Date" column
	  B. Deposit time in the "Time AM/PM" column
	  C. Bank bag number in the "Bank Bag Number" column. Bank bag numbers should be in numerical order
	  D. Enter the name (not initials) of the person taking the deposit to the bank in the "Deposited in Bank By" column

Step 3	When the deposit has been made and the validated bank deposit slip is retrieved from the bank, complete the "Validation" section of the Bank Deposit Log
	  A. Enter the deposit amount from the validated bank deposit slip in the "Deposit $ Amount" column
	  B. Verify that the validation "Deposit $ Amount" matches the preparation "Deposit $ Amount."
	  C. Report missing deposits or variances to the District Manager immediately
	  D. Enter the name (not initials) of the person who validated the bank deposit slip

Step 4	Place the validated bank deposit slip in the appropriate Weekly Sales and Cash Analysis Envelope.

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END OF DAY

Weekly Coupon Sales Envelope

Transaction Type	Weekly Coupon Sales Envelope
Audience	Store Manager, Assistant Manager, Lead Associate
SOP	103 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps

Description		How to complete Weekly Coupon sales envelope tasks
Daily	Step 1	Calculate the number of coupons and the total dollar amount
	Step 2	Write the totals in the designated area on the back of the orange Coupon Processing Envelope
	Step 3	Place all coupons tendered for the day in the Coupon Processing Envelope (Carolina Coupon).
	NOTE	Do not place coupons in the daily envelope
	Step 4	Write the number of coupons and the total dollar amount on the Weekly Sales and Cash Analysis envelope
Weekly	Step 1	Write or stamp the store number, week ending date, and total number of coupons sent in the designated area on the back of the coupon processing envelope
	Step 2	Mail the orange Coupon Processing Envelope at the end of the week.
	NOTE	The orange coupon processing envelope is a bulk rate mail envelope
		DO NOT mail coupons in a yellow Store Support Center Envelope because this will result in a cash shortage for the store

END OF DAY

Weekly Sales/ Cash Envelope

Transaction Type	Weekly Sales/ Cash Envelope
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	93 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps	
Description	How to complete Weekly Coupon sales envelope tasks
Step 1	Reports in Weekly Sales and Cash Analysis Envelope provide detailed cash handling information. The opening key carrier prints and reviews the Store Performance Summary Report attaches the POS slips, and places it in the envelope at the start of the day
Step 2	After completing envelope each week, file the Weekly Sales and Cash Analysis Envelope in the office in the appropriate monthly storage box, in chronological order by week-ending date, with the most current envelope in the front of the box
NOTE	Retain the Weekly Sales and Cash Analysis Envelope for a rolling one year

Reconcile Till - $0 Cash

Transaction Type	Reconcile Till
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	95, 98, 99, 104, 215 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps	
Description	How to Reconcile Till ($0 Cash)
Step 1	On STOREnet computer
Step 2	Select **DAILY**
Step 3	Select **MONEY COUNTING**
Step 4	Select **ADDITIONAL CASH MANAGEMENT TOOLS** - OPEN
Step 5	Log into VCS using the following steps
Step 6	Enter Employee ID in Username field
Step 7	Enter Cashier ID in Password field
Step 8	Select **LOGIN**
Step 9	Access Reconcile Till using the following steps
Step 10	Select **CASH FUNCTIONS**
Step 11	Select **TILLS**
Step 12	Select **RECONCILE TILL**
Step 13	Select session with employee's name
Step 14	Select **NEXT**
NOTE	Select **SUBMIT - DO NOT SELECT SAVE**
Step 15	Select **NEXT**
NOTE	When complete screen will not reflect any sessions left to reconcile

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APPENDIX

Reconcile Till - Negative Cash Balance

Transaction Type	Reconcile Till
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	95, 98, 99, 104, 215 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps	
Description	How to Reconcile Till (Negative Cash Balance)
Step 1	On STOREnet computer
Step 2	Select **DAILY**
Step 3	Select **MONEY COUNTING**
Step 4	Select **ADDITIONAL CASH MANAGEMENT TOOLS - OPEN**
Step 5	Log into VCS using the following steps
Step 6	Enter Employee ID in Username field
Step 7	Enter Cashier ID in Password field
Step 8	Select **LOGIN**
Step 9	Access Reconcile Till using the following steps
Step 10	Select **CASH FUNCTIONS**
Step 11	Select **TILLS**
Step 12	Select **RECONCILE TILL**
Step 13	Select session with employee's name
Step 14	Select **0.00**
Step 15	Type total negative amount of cash and coin for Reconcile Till in pennies row
Step 16	Select **NEXT**
NOTE	Select **SUBMIT**
Step 17	Select **NEXT**
Step 18	Select **NEXT** again
NOTE	If self checkout was till with negative balance, return cash dispensed to change fund

Reconcile Till - Unreconciled Tills

Transaction Type	Reconcile Till
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	95, 98, 99, 104, 215 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps

Description	How to Reconcile Till (Unreconciled Tills)
Step 1	On STOREnet computer
Step 2	Select **DAILY**
Step 3	Select **MONEY COUNTING**
Step 4	Select **ADDITIONAL CASH MANAGEMENT TOOLS - OPEN**
Step 5	Log into VCS using the following steps
Step 6	Enter Employee ID in Username field
Step 7	Enter Cashier ID in Password field
Step 8	Select **LOGIN**
Step 9	Access Reconcile Till using the following steps
Step 10	Select **CASH FUNCTIONS**
Step 11	Select **TILLS**
Step 12	Select **RECONCILE TILL**
Step 13	Select session starting with the top employee's name
Step 14	Select **NEXT**
NOTE	Select **AUTHORISE - DO NOT SELECT SAVE**
Step 15	Enter **EMPLOYEE ID** as User
Step 16	Enter **CASHIER ID** as Password
Step 17	Select **AMOUNT MISSING/ UNKNOWN** from drop down menu
Step 18	Select **NEXT**
Step 18	Select **NEXT** again
NOTE	Repeat steps 14 - 18 until there are no session left to reconcile

Training Mode

Transaction Type	Training Mode
Audience	All Employees
SOP	N/A For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps	
Description	How to logon Training Mode
Step 1	Key carrier logs into register
Step 2	Select **MANAGER MENU**
Step 3	Select **TRAINING MODE**
Step 4	Trainee enter **EMPLOYEE ID**
Step 5	Select **ENTER**
Step 6	Trainee enter **CASHIER ID** as password
Step 7	Select **ENTER**
NOTE	Screen will display "Training" in background
	Transactions conducted in training mode will not impact sales or Generate EBRs
	Card payments disable in training mode

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Training Mode

Transaction Type	Training Mode
Audience	All Employees
SOP	N/A For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources	N/A

Action Steps	
Description	How to log off Training Mode
Step 1	Select **MANAGER MENU**
Step 2	Select **EXIT TRAINING MODE**
NOTE	Screen reads '**Sale Authorization Needed**'
Step 3	Key Carrier enters Employee ID
Step 4	Select **ENTER**
Step 5	Key carrier enters Cashier ID
Step 6	Select **ENTER**

DG_WOLF_0002788

Locked Vision Commerce Suite User Account

Action Steps	
Description	How to unlock user ID from Vision Commerce Suite User Account
Step 1	On STOREnet computer
Step 2	Select **DAILY**
Step 3	Select **MONEY COUNTING**
Step 4	Select **ADDITIONAL CASH MANAGEMENT TOOLS - OPEN**
Step 5	Log into VCS using the following steps
Step 6	Enter Employee ID in Username field
Step 7	Enter Cashier ID in Password field
Step 8	Select **LOGIN**
NOTE	Select employees may receive a list of stores to choose from. The employee should always select his or her home store
Step 9	Select **OPERATIONS**
Step 10	Select **SYSTEM USER DETAILS**
Step 11	Select **USER MAINTENANCE**
Step 12	Select employee locked out of Vision Commerce Suite
Step 13	Select **RELEASE BLOCKED USER**
Step 14	Select **SAVE**

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Change Password

Action Steps

Description	How to change employee password
Step 1	On STOREnet computer
Step 2	Select **DAILY**
Step 3	Select **MONEY COUNTING**
Step 4	Select **ADDITIONAL CASH MANAGEMENT TOOLS - OPEN**
Step 5	Log into VCS using the following steps
Step 6	Enter Employee ID in Username field
Step 7	Enter Cashier ID in Password field
Step 8	Select **LOGIN**
NOTE	Select employees may receive a list of stores to choose from. The employee should always select his or her home store
Step 9	Select **OPERATIONS**
Step 10	Select **SYSTEM USER DETAILS**
Step 11	Select **USER MAINTENANCE**
Step 12	Select employee to change password
Step 13	Select **FORCE CHANGE**
Step 14	Type new password in **NEW** field
Step 15	Type new password in **RE-TYPE NEW** field
Step 16	Select **SAVE**

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APPENDIX

Soft Reboot

Action Steps

Description	How to complete soft reboot
Step 1	Select **MANAGER MENU**
Step 2	Select **LOGON**
NOTE	Screen reads **'Sale Authorization Needed'**
Step 4	Key Carrier enters Employee ID
Step 5	Select **ENTER**
Step 6	Key carrier enters Cashier ID
Step 7	Select **ENTER**
Step 3	Select **RESTART**
NOTE	The monitor will turn off and reboot the system after this button is pressed
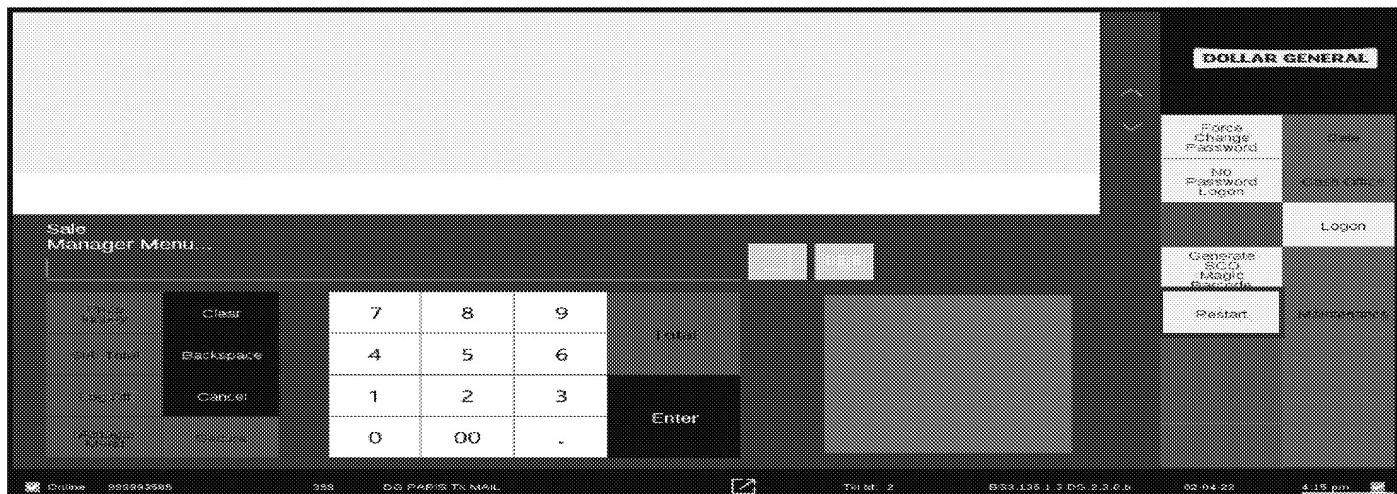
Hard Reboot

Action Steps

Description	How to complete hard reboot
Step 1	Press and hold the power button until the screen goes black and the blue light in the righthand corner turns off
NOTE	The power button is the last button underneath monitor on right hand corner
Step 2	Wait 1 minute
Step 3	Press and hold the power button until monitor beeps, the screen turns on, and the blue light in the righthand corner turns on

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APPENDIX

Pin Pad Initialization Process

Action Steps	
Description	How to complete pinpad initialization
Step 1	Select **MANAGER MENU**
Step 2	Select **MAINTENANCE**
Step 3	Select **PINPAD INITIALIZATION**
NOTE	Screen reads **'Sale Authorization Needed'**
Step 4	Key Carrier enters Employee ID
Step 5	Select **ENTER**
Step 6	Key carrier enters Cashier ID
Step 7	Select **ENTER**
NOTE	If the Pin Pad initializes, the Dollar General logo will appear
	If the Pin Pad does not initialize contact ERC for support

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